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**DEPARTMENT  
POLICY****All Programs**

Michigan Department of Health and Human Services (MDHHS) and the Secretary of State (SOS) cooperate in a statewide on-line clearance system. This allows MDHHS access to the SOS computer database to verify ownership of SOS-titled assets (for example, autos, motorcycles, boats, recreational vehicles, trailers).

The local office ITT installs the SOS software on whichever PC(s) local office management designates. In addition, the local office must designate specific staff members who will have SOS access.

An "SOS Computer Access Request" form must be completed for each designated staff member. Send the completed form to central office to have an SOS password assigned to allow the designated staff person access to SOS. Forms can be obtained by calling the Systems Support Unit in central office at (517) 335-3629.

Local office management establishes requirements and procedures for SOS inquiries. The following are suggested practices to maximize clearance benefits.

**PROCEDURES**

Submit SOS inquiries to the designated staff via DHS-3614, Request and Registration Control Recorder a local form with pertinent information. If available, include all of the following for each customer the inquiry involves:

- Full name.
- Former name(s).
- Date of birth.
- Michigan Driver's License number.
- Michigan Personal ID Card number.
- Current address.
- Previous addresses in the last year.

Several transactions are used to identify a client. A printout is attached to the inquiry document and returned to you.

Compare the inquiry response to the information on the application form. Contact the client to resolve any discrepancy.

The response might indicate an asset titled to the client which he does **not** actually own. Examples:

- The client's abandoned auto was impounded and sold at auction.
- The purchaser of the client's trailer has failed to transfer the title.
- A motorcycle owned by the client's son is titled to the client for insurance purposes.
- The client sold an auto to a junk dealer (who must record transactions but is **not** required to turn in the title to SOS until the vehicle is totally scrapped).

In these situations, the client may need to obtain additional verification. (See BAM 130).

**Note:** Do not refer the customer to the Secretary of State as their records reflect the same information obtained by MDHHS in the inquiry response.

If documentation is **not** possible, determine eligibility based on available information and client statements.

SOS training guides available in each local office detail the inquiry and response system. The Systems Support Unit may be contacted at (517)-335-3629 **by MDHHS staff only and for systems difficulties only, NOT to resolve ownership of an asset.**